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ABSTRACT

This report is an assessment of information producing and disseminating activities of thirty-three major public and private agencies serving the Indochinese refugee program in the United States. A list of the agencies and description of the services they provide are appended. The results of the study are based primarily on telephone interviews with State and local service providers. The results of the study indicate that information dissemination is often hindered by "network isolation," or the tendency for many useful documents to reach only a limited audience. The need for a periodic, up-to-date, annotated resource listing is also suggested. The following recommendations for improving access to resettlement information are discussed: (1) dissemination of a bimonthly information resource report; (2) creation of a refugee resettlement information library; (3) production of a practitioners' information resource handbook; (4) development of practitioner information exchange networks; and (5) development of an information services task force. (JCD)

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INFORMATION SERVICES ASSESSMENT REPORT

INDOCHINESE REFUGEE RESETTLEMENT PROGRAM

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INDOCHINA REFUGEE ACTION CENTER

MARCH 1981

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INFORMATION SERVICES ASSESSMENT REPORT --

INDOCHINESE REFUGEE RESETTLEMENT PROGRAM

I. INTRODUCTION

This report is an assessment of the information producing and disseminating activities of the major public and private organizations serving the Indochinese refugee program in the United States. The primary goals of this study have been (1) to assess the information needs of the resettlement network at the local level, (2) to determine whether some needs are not being met, and (3) to offer recommendations concerning new information activities, or coordination of existing activities, which might more effectively meet the information needs of the local resettlement community.

II. METHODOLOGY

This information services assessment, conducted between October 15, 1980, and January 15, 1981, included three components:

(1) A review of the information gathering, producing, and disseminating activities of the major national public and private agencies serving the Indochinese refugee program;

(2) A survey, conducted via in-person and telephone interviews, of a representative cross-section of local public and private resettlement service providers, including social service agencies, local school systems, etc. Designed to identify the types of material currently being received at the local level, this survey was also used to ascertain whether or not the information needs of local service providers are being met; and

(3) An analysis and evaluation of the current state of information production and dissemination in the refugee field, based primarily on the data gathered in the two components described above.

Following is a brief description of the means through which components (1) and (2) above were carried out:

A. REVIEW OF WHAT IS BEING PRODUCED: INTERVIEWS WITH NATIONAL INFORMATION PROVIDERS

An initial search identified more than 80 national government agencies and private organizations which produce and/or disseminate some type of written material relating to the domestic resettlement of Indochinese refugees.*/ From this initial list of over 80 agencies, 33 were selected for an in-depth review of their information gathering, producing, and disseminating activities.**/ While the original list of 80 included virtually all of the major national public and private agencies serving the Indochinese refugee program, the list of 33 selected for in-depth

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*/ This list does not include organizations primarily involved in the dissemination of material on other refugee groups, such as Soviet Jews, Cubans, etc. (If such organizations had been added, the number would be substantially larger.)

This search also located many state and local agencies producing extremely useful material -- originally intended for use in the local areas in which it was produced -- that has been discovered by national information providers and given wide national distribution. Although these state and local agencies (with one or two exceptions) were not included on the list of national information providers, their contribution to the total flow of information is taken into account throughout this study.

**/ The list of 33 "National Information Providers" is found in Appendix A of this report. The balance of the more than 80 agencies originally identified is found in Appendix B, "Additional National Information Providers".

review reflected two major criteria: an attempt to include those agencies producing and/or disseminating the largest amount of material; and a desire to include a cross-section of types of agencies (e.g. voluntary resettlement agencies, Federal government programs, national demonstration projects, educational material development centers etc.), rather than trying to be all-inclusive.*/

Information for this component of the study was gathered primarily through interviews with the directors (and/or information directors) of each of these agencies,**/ as well as through a review of the materials distributed by each agency or organization. These interviews, and accompanying reviews of material, attempted to gather the following information for each of the national information providers:***/

- The types of material which the organization produces and/or disseminates.****/
- The composition and size of the audience(s) served.
- The means (or strategy) of distribution; e.g. Does the organization maintain a mailing list? Are all materials distributed to the full mailing list, or are certain materials targeted to specific categories of individuals?

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*/ Limitations of time and resources also precluded researchers from surveying the information activities of all 80 organizations originally identified.

**/ The majority of these interviews were conducted in person.

***/ A more detailed list of the questions asked the national information providers is found in Appendix C.

****/ A breakdown of 19 issue-specific "categories of information" was used, for purposes of analysis, in the conduct of this study; a listing of these categories is found in Appendix E.

- The means by which information is gathered. (Does the organization rely on any of the other "national information providers"? Does the agency maintain a library, resource file, or computerized data base?)

- The agency's suggestions or recommendations for improving the system of information flow to the local resettlement network.

B. SURVEY OF WHAT IS BEING RECEIVED: INTERVIEWS WITH LOCAL RESETTLEMENT SERVICE PROVIDERS

A representative cross-section of local service providers, school officials, and other individuals involved in the delivery of services to refugees at the local level were interviewed to ascertain what information materials from national sources are currently being received at the local level, and whether or not local agencies' perceived information needs are being met.

Twenty seven local service providers (including 5 state officials) were interviewed for this component of the study. The following list identifies 11 categories of local service providers interviewed: */

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*/ It should be added that in addition to the formal interviews with local service providers, our researchers gained additional insights and information about the needs and concerns of local practitioners from discussions with a variety of local service providers with whom the Indochina Refugee Action Center maintains frequent contact.

- Voluntary Agency Affiliates
- Health Services (including county health departments)
- Vocational Training Programs
- Mental Health Services
- Social Adjustment Services
- ESL Providers
- Orientation Programs

(including both public and private agencies) */

- Local Education Agencies (LEA's)
- Job Corps Centers
- Indochinese Mutual Assistance Associations
- Local Coordinating Organizations/ Forums

Two categories of state officials were also included:

- State Refugee Coordinators
- State Education Agencies (SEA's)

The majority of interviews for this component were conducted by telephone. An attempt was made to elicit the following information from each of the local service providers interviewed: **/

- The major types of material currently received at the local level from national information providers. ***/

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*/ In some instances these categories overlap; a number of the private service providers are voluntary agency affiliates.

**/ A more detailed list of the questions is found in Appendix D.

***/ To the extent feasible, those interviewed were asked specifically about each of the "national information providers" (see Appendix A) appropriate to the local agency's specialized field (i.e., language training, mental health, etc.) as well as about each of the appropriate "categories of information" (see Appendix E).

- The national, regional, and/or state agencies most frequently relied on for information (including hotlines, state coordinators, etc.).
- Information needs at the local level not currently being met (or not being adequately met).
- Recommendations from local service providers regarding improvement of the information system as a whole.

III. FINDINGS: A SUMMARY OF THE DATA */

A. PRODUCTION AND DISSEMINATION OF INFORMATION AT THE NATIONAL LEVEL

A large number of diverse government agencies and private organizations produce and disseminate information about Indochinese refugees to the resettlement community in the United States. More than 80 national agencies and organizations produce or distribute at least some type of written material relating to Indochinese refugees.

Besides written material, many of these agencies employ additional vehicles of information dissemination, such as information and referral services, telephone hotlines, audio-visual services, speakers bureaus, conferences, and workshops. A number of agencies provide clearinghouse or coordinating mechanisms, sharing parts of the overall coordination effort in one or more issue-specific areas (e.g., orientation, language acquisition, etc.), or targeted

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*/ These findings are divided into three sections: Part A ("Production and dissemination of information at the national level"), was derived primarily from the survey of national information providers and the review of their materials. Part B ("National sources of information used most frequently at the local level") and C ("Information needs expressed by local service providers") were derived from the survey of local service providers.

to a specific audience (e.g., mayors, governors, social service professionals,etc.). Most of these clearinghouse mechanisms are involved in the production or dissemination of published information; virtually all of them distribute information upon request (made through their hotlines or central offices).

A table showing the "national information providers" interviewed for this study, accompanied by a listing of the primary information services which each of them provides (including coordinating and clearinghouse functions, hotline services, audio-visual services, etc.) is found in the Appendix to this report.*/

In addition to the large number of agencies involved in the production and dissemination of information at the national level, dozens of state and local organizations (including a number of state governments) produce and distribute material within their own geographical areas. Although the vast majority of this material is originally intended for distribution in the states or communities in which it is produced, often such material is discovered by national information providers to be useful and valuable, and consequently finds its way into channels of broad national distribution.**/

In the past few years, a substantial amount of material has been produced (both on the national and local levels) on the majority of subjects and issues related to the domestic resettlement of Indochinese refugees. Appendix E contains a list of

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*/ See Appendix A.

**/ The need for mechanisms to gather, and make known to local service providers throughout the country the existence of such materials, is addressed in the recommendations in the concluding section of this report.

19 refugee-related subject/issue categories. In almost all of these categories, our research has identified a substantial number of articles, issue papers, reports, studies, etc., published during the past two years, on the subject in question.*/

In a number of these categories -- including: General reports and studies on domestic resettlement; the Refugee situation in Southeast Asia; Orientation materials for refugees; and Orientation materials for sponsors, social service providers, and teachers -- we have been able to identify well over 100 documents in each category. In many additional categories -- such as Language acquisition; Emotional and mental health; Federal programs and program regulations; and Federal legislation (including materials on the legal aspects of refugee status in the U.S.) -- more than 50 documents were identified in each category. In only three categories did the number of documents identified fall below fifteen: the Special needs of refugee children and youth; Community acceptance of refugees (including the "community tension" issue); and the Issue of refugee housing.**/

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*/ There are important exceptions, however: Although a substantial amount of material has been produced in most categories, our research indicates that there is a notable lack of material in a number of critical categories, including the issue of refugee housing, the special needs of refugee children and youth, and the issue of "community tensions." In addition, it would be erroneous to conclude that an adequate amount of material exists in all of the sub-categories that normally fall under the 19 broad subject categories listed in Appendix E.

**/ Between 10-15 documents were identified on the needs of refugee children and youth, and on community acceptance of refugees. On the issue of refugee housing, only 5 reports and articles have been identified.

B. NATIONAL SOURCES OF INFORMATION USED MOST FREQUENTLY AT THE LOCAL LEVEL

Each of the local service providers was asked a number of questions to ascertain which nationally based publications, organizations, and other channels of information were used most frequently in obtaining information about refugee resettlement.*/

Only one nationally based channel of information, the bi-weekly newsletter Refugee Reports, was cited consistently by local service providers as a source of information. In fact, this publication was cited by virtually every local person interviewed for this study. Refugee Reports (published by the Information Exchange Project of the American Public Welfare Association, under a grant from the Office of Refugee Resettlement) provides news, articles, and an "information exchange" on all facets of domestic resettlement, including analyses of Federal programs and legislation. It is distributed bi-weekly to a mailing list of 10,000 (more than 80% of which are state and local agencies and services of the type surveyed for this study), and it appears to reach both the largest number and the widest range of local social service programs.

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*/ To the extent feasible, those interviewed were asked specifically about each of the "national information providers" appropriate to the local agency's specialized field (i.e., language training, mental health, etc.). Excluded from this component of the study were questions concerning locally based channels of information, since the study was designed to focus primarily on the role of national information providers and their relationship to the local level.

While only Refugee Reports was cited consistently, several additional nationally based channels of information were cited by local service providers with significant frequency; these included:*/

- The hotline, publications, workshops, and other information services provided by the English Language Resource Center (ELRC),**/ a project of the Center for Applied Linguistics. ELRC, funded under a grant from the Office of Refugee Resettlement, is targeted to serve primarily surival- or employment-oriented ESL programs.

- The hotline operated by the Orientation Resource Center (ORC), a project of the Center for Applied Linguistics. ORC (also funded by the Office of Refugee Resettlement) provides orientation and cross-cultural information to refugees, sponsors, local service providers, and mutual assistance associations.

- The Refugee Resettlement Resource Book, published by the Office of the U.S. Coordinator for Refugee Affairs and the Office of Refugee Resettlement (produced by the Indochina Refugee Action Center under funds made available by the Office of the U.S. Coordinator).

- Refugees and Human Rights Newsletter, published by the Immigration and Refugee Program of Church World Service. This quarterly newsletter provides information on refugee situations throughout the world, as well as articles and resources of interest to those involved in domestic resettlement.

In addition to these channels of information, many national information providers are targeted to specific networks (e.g., voluntary agencies, ESL providers, etc.) and hence were cited consistently by local agencies and programs within their own networks. Two clusters of national information providers were cited most frequently in this regard:

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*/ The major information services provided by each of these projects is referred to in the table found in Appendix A.

**/ Formerly called the National Indochinese Clearinghouse and Technical Assistance Center (NICTAC).

- The voluntary resettlement agencies -- The local offices and affiliates of the voluntary agencies almost invariably cited the national office of their own agency as a prime source of information. All of the voluntary agencies send periodic mailings to their local offices and affiliates. Many of the agencies make a regular practice of sending their local affiliates packets of useful documents gathered from numerous sources, including the whole range of "national information providers", as well as a wide variety of local sources, and various international agencies (such as UNHCR). In many instances, this method of information dissemination can provide a valuable model for other refugee information distribution systems.

- National professional organizations, and special projects, related to specific refugee social services (e.g. vocational training, English language education, mental health services, etc.). Examples of such organizations and projects include the Pacific/Asian American Mental Health Research Center (Chicago, Ill.), the U.S. Office of Education's Indochinese Materials Center (Kansas City, Mo.), and the National Center for Materials and Curriculum Development (University of Iowa).*/ Such national organizations and projects were cited frequently by the local networks which these organizations were designed to serve.

The most significant finding to emerge from a close look at which channels of information local providers use most frequently is that the dissemination of information to local service providers is often hindered by what has been termed "network isolation." Network isolation refers to the tendency for many useful documents to reach only a limited audience -- primarily the "network" for which the material was originally produced -- although such materials would be helpful and valuable to hundreds of additional service providers throughout the country.

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*/ Additional examples are found on the list of "national information providers" in Appendix A, and on the supplementary list in Appendix B.

Our interviews with local service providers uncovered at least two negative aspects to the problem of "network isolation": First is the tendency for many excellent materials to receive only limited distribution, and hence to become "lost" to the majority of local resettlement programs and social services throughout the country. Second is the tendency for local service providers to become overly dependent on one or two national channels of information, and consequently to miss a great deal of valuable material which is being channelled through other networks.

Network isolation is, of course, an inevitable occurrence in any large and complex field of endeavor in which there are a great many players -- and "networks" --on both the national and local levels. In some instances it might also be viewed as a valid occurrence: In a given instance, a specific piece of material produced by a religiously affiliated agency, and targeted to members of one denomination, may not be appropriate for a different audience. Or a detailed explanation of the Department of Labor's CETA regulations may not interest a mental health professional or teacher of ESL. On the other hand, cutting across these "networks" -- the sharing of information across network lines -- is a necessary and important goal.

With the exception of Refugee Reports,*/ virtually no public or private agency is presently funded to provide information on a regular basis to the entire spectrum of local resettlement programs and service providers throughout the country. It is obviously not

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*/ Refugee Reports, and the newly established Journal of Refugee Resettlement (both published by the American Public Welfare Association), are exceptions to this statement.

feasible or sensible to suggest that every national information provider send its mailings to every local service provider in the United States. Rather, what is needed is a new strategy for breaking down "network isolation", and insuring that information about the availability of useful materials is widely disseminated throughout the system.

C. INFORMATION NEEDS EXPRESSED BY LOCAL SERVICE PROVIDERS

All of the local service providers interviewed were asked to express their information needs, especially those pressing needs not adequately being met at the present time. A comprehensive list of their responses is found in the Appendix to this report.*/

In the vast majority of interviews, local service providers expressed two basic needs: better access to knowledge about what information exists and better access to the actual documents and sources themselves. It is significant that when local people were asked to name specific information needs, many of them mentioned types of materials that in fact already exist -- although in many cases they did not realize that such materials have already been produced. This further underscores our conclusion that the most pressing need is for strategies to enhance wider distribution of existing materials, rather than the need for new materials.**/

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*/ This listing is found in Appendix G.

**/ This is not meant to imply that new materials are not needed. As has been mentioned earlier, new materials are needed in a number of critical topic areas such as refugee housing, the issue of "community tensions", and the special needs of refugee children and youth. In addition, because of the rapid changes regularly occurring in the refugee resettlement field, there is a continuing need for the updating of documents on a wide variety of subjects and concerns.

The need we heard most frequently expressed is for clearly presented, up-to-date information about what materials and sources exist, which documents are most useful and reliable, and where these materials may be secured. In essence, the need is for a periodic, up-to-date annotated resource listing. This need is not confined to any single category of information,*/ but applies to the whole range of subjects and issues related to resettlement. It is also evident from our interviews that such a periodic resource listing, directing readers to useful sources of information, would help to combat the problem of "network isolation" described in the preceding section.

In addition to this primary need for information on what materials are available, local service providers expressed a number of additional needs and concerns. Following is a list of the additional information needs cited most frequently in the interviews conducted for this study:**/

- A number of local service providers expressed a need for stronger communication links with state and Federal representatives, such as State Coordinators and ORR Regional Directors. Local individuals expressed a desire to see these officials play an increased role in the transfer of information to the local level. Types of information mentioned in this regard include material on Federal programs, Federal action transmittals, and documents of general interest which come to the attention of these state and regional officals.***/

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*/ See the list of categories in Appendix E.

**/ A comprehensive list of the needs expressed is found in Appendix G.

***/ In Michigan, for example, the Wayne County Community College, under a contractual arrangement with the Michigan Indochinese Resettlement Office, distributes monthly packets of information, from a variety of national and local sources, to more than 50 local resettlement programs and service providers throughout the state. This project -- which resembles the voluntary agency distribution strategy described above, on page 11 -- may offer a useful model for other state refugee offices (and/or for other agencies and organizations).

- Local service providers indicate the need for the translation of a wide variety of materials into the main Indochinese languages. It is felt that in order to make full use of the efforts of refugees themselves in the actual day-to-day work of resettlement, many of the most frequently used documents should be translated into the Indochinese languages. (Translations suggested include Refugee Reports, the Refugee Act of 1980, sections of the Refugee Resettlement Resource Book, and significant papers and articles on health, cultural adjustment, vocational training, etc.*/

- Local individuals expressed the need for more information on Federal programs relating to refugee resettlement -- including greater access to such documents as action transmittals, requests-for-proposals, and program evaluations.

A comprehensive list of additional needs and concerns expressed in the interviews with local service providers is found in Appendix G.**/

IV. RECOMMENDATIONS

The major finding of this study is that local service providers throughout the country need improved access to the wide range of materials that are produced on refugee resettlement issues and activities. Continuing access to reliable, up-to-date information is essential to the development of an efficient resettlement program at the local level. Although a substantial amount of information presently exists, there is an inadequate distribution system for the wealth of materials that is being produced, and in some instances, significant information gaps that need to be filled.

Local service providers need improved access to information being produced on a wide range of resettlement issues. Based on the findings of this study, four recommendations for improving access to

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*/ Additional types of material which local individuals suggested be translated are included in the list of information needs found in Appendix G.

**/ See also Appendix H, "Additional Suggestions and Recommendations for Improvement of Overall Information System".

resettlement information are being proposed:

- Dissemination of a bimonthly information resource report.
- Creation of a refugee resettlement information library.
- Production of a practitioners' information resource handbook.
- Development of practitioner information exchange networks.

These recommendations address the need for improved access to both existing materials and to those produced in the future. Each project is designed to be small, cost effective, and operated by any of a number of existing information providers.

The fifth recommendation set forth below*/ is for a procedure to review this study and the project recommendations, to amend or change them as necessary, and to facilitate implementation, as rapidly as possible, of those activities deemed appropriate. Local service providers need better access to more information; relatively simple additions to our current programs can fill these needs.

The following is a brief discussion of each of the five recommendations:

1. Information Resource Report

A bi-monthly "information resource report" -- containing well-organized, annotated references to new reports, articles, issue papers, and other materials, as well as hotlines, audio-visual materials, upcoming conferences, workshops, etc. -- should be prepared and widely disseminated. References in the resource report should be arranged by subject category (e.g. mental health, housing, language training,

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*/ This recommendation is found on page 20.

employment services, etc.), and should include information about how each resource can be obtained, or whom to contact about a meeting or convention.

It is essential that the report be produced on a regular basis, that it be arranged by subject in a clear and readable format, and that it focus on new materials and upcoming events. Inasmuch as REFUGEE REPORTS is currently providing some of this information, it is suggested that a special expanded edition of REFUGEE REPORTS be published six times a year and that it contain a new "information resource report" section as described above.

2. Refugee Resettlement Library

A comprehensive library of written materials and audio-visual resources on refugee resettlement should be established. Its existence should be well publicized throughout the resettlement community and among refugee mutual assistance associations. Materials and resources maintained in the library should be readily accessible to the general public.

The library should collect and categorize reports, articles, studies, data, films, books, and other materials covering a broad range of topics and issues relating to refugee resettlement. The issue categories listed in Appendix E illustrate the range of topics that should be covered. The library should have a simple card system for ready reference to the materials on file.

Persons interested in obtaining copies of materials in the library should be required to pay duplication, handling and mailing costs. A single librarian and one assistant could staff the project.

The library would provide a central locus where a large amount of useful material could be collected, categorized, stored, and made accessible to local people throughout the country. It would be an invaluable resource for the entire resettlement network, as well as for other interested individuals and organizations.

3. Practitioners' Information Resource Handbook

An information resource handbook should be produced which provides a comprehensive guide to refugee resettlement information resources. The handbook would be designed to help local service providers increase their access to the information they need. The handbook would include such items as:

- A complete listing of the national information providers -- as well as selected local, regional, and international providers of information -- indicating the types of information services which each of them provides.
- An annotated listing of the major periodicals relevant to refugee resettlement.
- A listing of the major bibliographies which currently exist in the refugee field.
- A list of hints and suggestions as to how local practitioners can gain access to useful information produced by sources other than refugee related agencies -- suggestions such as the use of regional offices of the U.S. Government Printing Office, the use of computerized library research systems, etc.
- An explanation of how to use ERIC (Education Resources Information Center), a national information system covering a wide variety of subjects, which is operated by the National Institute of Education and is used extensively by educators, researchers, and information specialists.*/

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*/ The ERIC system has collected and referenced numerous articles, reports, research papers, and other documents relating to refugee resettlement, especially in the fields of language training, linguistics, cross-cultural education, and social/cultural adjustment. The ERIC Clearinghouse on Languages and Linguistics (one of 16 clearinghouses in the ERIC network) is located at the Center for Applied Linguistics.

- A listing of hotlines, audio-visual resources, etc.
- A guide/model for efficient organization of a local agency's information files to permit quick and easy information retrieval.

The handbook should be concise, readable, produced in large quantity, and made available throughout the resettlement community. It would serve as a handy reference guide, helping local service programs to choose the information providers, periodicals, resources, and techniques most appropriate to their information needs.

4. Practitioner Information Exchange Networks

A project should be developed to provide information exchange among a number of specialized practitioner networks (e.g. orientation, English language training, employment training, health, emotional health, project planning and management, etc.) These mini-information networks would:

- Identify local practitioners throughout the country involved in each of the targeted issues.
- Make the names of these practitioners available to information providers which have specialized materials of interest in relevant topic areas, and make practitioners aware of these specialized information sources.
- Periodically disseminate to each network a list of current resource materials on subjects of interest to practitioners within that network.
- As issues of special interest arise, bring together selected practitioners within these networks to discuss the issues and develop needed work products and projects.

The purpose of these networks is to insure that practitioners specializing in specific resettlement services would be kept informed about recent developments within their fields. These networks would attempt to assure that sound program ideas and successful models of service delivery would continually reach the directors and staffs of local social service programs throughout the country.

The four specific project recommendations discussed above address the need, expressed by many local service providers, for improved access to information resources. A number of other needs and information gaps were identified in the course of this report. These include the need for the translation of materials into Indochinese languages, and for additional materials on issues such as refugee housing, community tensions, and the special needs of refugee children and youth.*/

As a mechanism for addressing these additional needs, and to provide a forum through which the four specific project recommendations can be reviewed and developed, a fifth recommendation is proposed:

5. Information Services Task Force

A small "information services task force" should be created -- consisting of representatives from the Office of the U.S. Coordinator for Refugee Affairs, the Office of Refugee Resettlement, ACVA's Refugee Resource Center, and several other national information providers (such as REFUGEE REPORTS and the Center for Applied Linguistics). This task force would have three primary objectives:

- To review the recommendations proposed in this report (and other proposals for the improvement of refugee information services) and determine what follow-up activities should be carried out in order to bring these projects -- or alternative recommendations -- into existence.

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*/ These and other information needs and concerns are discussed on pages 8 and 14-15. A comprehensive list of the needs cited in the interviews with local service providers is found in Appendix G, and a number of additional suggestions and recommendations are found in Appendix H.

- To assist in the forging of linkages among these projects (as well as between these projects and existing information services), if and when such projects are established.

- To address the various additional needs, concerns, and information gaps identified in this study, as well as other information needs that might subsequently be brought to the attention of the task force.

* * * * * *

As was emphasized earlier, continuing access to reliable, clearly presented, up-to-date information on refugee resettlement is essential to the development of efficient, well-managed resettlement programs at the local level. It is our hope that the findings and recommendations offered in this report will contribute to the continued development of an efficient system of information in the refugee resettlement field.

NATIONAL INFORMATION PROVIDERS

Following is a list of the 33 national information providers selected in this study for an in-depth review. The table below lists each of the national information providers, accompanied by a brief listing of the primary information services which each of them provides. */

NATIONAL INFORMATION PROVIDER	PRIMARY INFORMATION SERVICES
1. Refugee Resettlement Information Exchange Project American Public Welfare Association 1125 - 15th Street, N.W. - Suite 300 Washington, D.C. 20005	Publishes: • Refugee Reports -- a biweekly newsletter that provides news, articles, and an "information exchange" on all facets of domestic resettlement. • Journal of Refugee Resettlement -- a quarterly journal providing a forum for articles and research reports on subjects and issues of concern to resettlement practitioners.

*/ The procedure followed in selecting these 33 national information providers for an in-depth review is discussed on pages 2-3 of the report.

NATIONAL INFORMATION PROVIDER	PRIMARY INFORMATION SERVICES
2. Orientation Resource Center Center for Applied Linguistics 3520 Prospect Street, N.W. Washington, D.C. 20007	Provides orientation and cross-cultural information for refugees, sponsors, local service providers, and mutual assistance associations. Maintains a toll-free information and referral hotline; develops and disseminates new orientation materials; collects and analyses existing orientation materials; plans to develop audio-visual resources; provides on-site technical assistance to orientation programs.
3. English Language Resource Center Center for Applied Linguistics 3520 Prospect Street, N.W. Washington, D.C. 20007	Maintains a toll-free hotline for ESL practitioners; prepares and disseminates ESL education guides and cross-cultural information for ESL teachers; provides workshops and on-site technical assistance to ESL and manpower programs; serves as a national clearinghouse for refugee related ESL and cross-cultural information; publishes a bibliography of existing materials within these fields.
4. Refugee Resource Center American Council of Voluntary Agencies 200 Park Avenue South New York, New York 10003	Provides information on refugee resettlement to the general public; serves as an information resource for the national voluntary agencies; interprets the role of the private sector in refugee resettlement; assists in developing communication linkages between the voluntary agencies and other participants in the resettlement program. A series of regional meetings involving participants from the voluntary agencies and mutual assistance associations is planned for the current year; the Resource Center is also coordinating a series of roundtables on resettlement issues.

Cont'd

ACVA also performs a number of information services in addition to those provided by the Refugee Resource Center. ACVA's Committee on Migration and Refugee Affairs serves as a primary information sharing and communications link between the voluntary agencies involved in resettlement. ACVA also maintains a centralized data system (the Automated Refugee Processing System) which assembles and processes the data gathered from Indochinese refugees in the course of their processing for entry into the U.S. Monthly data reports on refugee arrivals in local communities throughout the country are produced through this system, and distributed to state and local officials. (This project is carried out under funds made available by the State Department's Bureau of Refugee Programs.)

/5./

Office of the U.S. Coordinator
for Refugee Affairs
Department of State
Washington, D.C. 20520

- Provides information, often on request, to Congress, other Federal agencies, the press, and the general public.
- Cooperates with the State Department's Bureau of Public Affairs, as well as State's Bureau of Refugee Programs, in producing reports, statements, and other documents on refugee affairs.
- Maintains a supply of materials from a wide variety of sources, that are made available, on request, to reporters, researchers, civic groups, and other members of the general public.

/Cont'd/

NATIONAL INFORMATION PROVIDER	PRIMARY INFORMATION SERVICES
/ 5. / (Cont'd) Office of the U.S. Coordinator for Refugee Affairs	• Conducted (during the past year) a series of regional conferences and meetings to provide information on U.S. refugee programs and to facilitate information sharing, coordination, and communication among the various public and private agencies involved in refugee resettlement. • The Coordinator, and members of the Coordinator's staff, are frequently called upon to appear as speakers at meetings and conferences throughout the country.
/ 6. / Office of Refugee Resettlement Department of Health and Human Services Switzer Building - Room 1229 330 C Street, S.W. Washington, D.C. 20201	• Maintains an information and referral hotline. • Produces and disseminates: a weekly report to ORR regional offices; an annual Report to Congress; regulations and action transmittals; press releases; and, on occasion, informational materials for refugees or sponsors. • Conducts meetings and workshops for such groups as ORR Regional Directors, Refugee State Coordinators, etc. • Responds to requests for information from the press, Congress, other Federal agencies, the general public, etc. • The Director and other staff members are frequently asked to appear as speakers at conferences and meetings.

/Cont'd/

- Produces reports and studies on refugee resettlement, sometimes via contract arrangements with organizations, universities, or consultants.
- Maintains computer link-ups to a number of data bases containing statistical and demographic data.
- Recently developed an annotated bibliography of materials on the adjustment of refugees from Southeast Asia, Cuba, and the Soviet Union.

/ 7. /

The National Voluntary Resettlement Agencies */

- Each national voluntary agency serves as a primary information provider for its local and regional offices and/or affiliates.
- Most voluntary agencies regularly send packets of useful materials, gathered from numerous sources, to their local offices/affiliates.
- A number of agencies publish sponsorship handbooks, orientation materials, ESL guides, resource lists, bibliographies, and other materials for use at the local level.
- Newsletters and periodicals published by the voluntary agencies include: Refugees and Human Rights Newsletter and Refugee Updates (Church World Service); LIRS Bulletin (Lutheran Immigration and Refugee Service); Interpreter Releases (American Council for Nationalities Service).
- All of the agencies hold conferences, workshops, or training seminars for their local staffs, affiliated leadership, and/or sponsors.
- A number of agencies provide speakers and/or audio-visual materials; all provide public information functions, and are involved in the development of sponsors.

*/ Some of the information relating to the voluntary agencies was gathered in interviews with the agencies conducted in August and September, 1980, during the preparation of the Refugee Resettlement Resource Book.

NATIONAL INFORMATION PROVIDERS	PRIMARY INFORMATION SERVICES
/ 8. / American Refugee Committee 310 Fourth Avenue S. - #410 Minneapolis, Minnesota 55415	The Committee attempts to involve corporations, businessmen, and other individuals from the private sector, in both refugee sponsorship and other efforts to assist Indochinese refugees. It publishes sponsorship orientation handbooks and other resource materials; holds sponsor workshops; provides speakers; and is involved in general public information activities.
/ 9. / National Coalition for Refugee Resettlement c/o Secretariat National Conference on Social Welfare 1730 M Street, N.W. - Suite 911 Washington, D.C. 20036	The Coalition provides a forum for communication, policy development, and exchange of information among its members -- which include voluntary agencies, national public interest groups and other national organizations engaged in resettlement, and state and local governments. It also serves as a channel of communication between Coalition members and the Federal government. The National Conference on Social Welfare provides secretariat support for the Coalition. Information services provided to its membership include legislative updates, materials on a variety of resettlement concerns, and meetings and conferences devoted to resettlement issues. The 1981 Annual Forum of the National Conference on Social Welfare will include sessions and workshops on a variety of refugee and immigration issues.

/ 10. /

U.S. Committee for Refugees
20 West 40th Street
New York, New York 10018

The primary purpose of the Committee is to focus public attention on the national and international refugee situation and the needs of refugees; the Committee:

- Provides information to the press, Congress, government agencies, voluntary agencies, and the general public.
- Publishes and distributes the annual World Refugee Survey, which provides information (including statistical data) on the refugee situation in each region of the world.
- Produces and distributes occasional reports on various aspects of the world refugee situation.
- Serves as an information and referral service for the media; maintains a photograph file for use by the press.

/ 11. /

Indochina Refugee Action Center
1025 15th Street, N.W. - Suite 700
Washington, D.C. 20005

Provides information and program development assistance to public and private agencies involved in resettlement; information activities include:

- Production of the Refugee Resettlement Resource Book (under funds made available by the Office of the U.S. Coordinator) and a series of three Updates to the Resource Book (under a grant from the Office of Refugee Resettlement).
- Production and distribution of reports, issue papers, statistical updates, and other materials on various facets of Indochinese refugee resettlement.

/Cont'd/

NATIONAL INFORMATION PROVIDERS	PRIMARY INFORMATION SERVICES
11. (Cont'd) Indochina Refugee Action Center	• The Practitioner Workshop Project has conducted a series of workshops at which practitioners in a number of different fields (e.g. orientation, health services, vocational training, etc.) have shared local models and approaches to service delivery. Each workshop has been followed by the production of a document delineating models of service delivery in a particular field.
12. National Governors' Association Refugee Project Office of State Services Hall of the States 444 North Capitol Washington, D.C. 20001	Provides information exchange, and guidance on Federal policies, to the governors, and to state officials involved in refugee policy and administration; assists in coordinating state communications with the Federal government; serves as a clearinghouse on refugee matters for governors and state officials. Information is provided to governors and state officials via: memoranda and direct telephone contact; distribution of selected materials produced by various other national information providers; meetings and national conferences (the NGA holds two national conferences each year). The NGA Project is presently compiling a comprehensive resource guide to Federal and state refugee programs, targeted to the needs of governors and state officials.

13.

United States Conference of Mayors
Refugee Project
1620 Eye Street, N.W.
Washington, D.C. 20006

Serves as the national clearinghouse on refugee resettlement for the cities; provides information exchange and technical guidance to mayors and city officials; facilitates information sharing between Federal and local officials.

Information is provided to mayors and city officials via: a series of periodically issued "fact sheets"; articles published in three U.S. Conference of Mayors newsletters: The Mayor, City Health Officials News, and Urban Focus (the latter directed primarily to city human services officials); meetings of the Mayors' Task Force on Refugee Resettlement; correspondence with key city officials; conferences on refugee resettlement; workshops held at the annual meetings of both the mayors, and the city health officials; and the publication of the proceedings of conferences and workshops.

14.

National Association of Counties
Research, Inc.
1735 New York Avenue, N.W.
Washington, D.C. 20006

Serves as the clearinghouse for the collection and dissemination of information on refugees to the county governments. Provides information exchange and a networking mechanism for county officials; serves as a communications link between county officials and the Federal government.

Collects and disseminates: information on Federal programs and policy; statistical data on the impact of refugee resettlement on the counties; material on successful county government efforts to assist refugees; and other data and information on refugee resettlement. Information is distributed to county officials via: a series of regularly issued fact sheets; the

NATIONAL INFORMATION PROVIDERS	PRIMARY INFORMATION SERVICES
14. (Cont'd) National Association of Counties Research, Inc.	publication of issue papers and the results of surveys conducted by NACoR's research staff; direct telephone contact with county officials; articles in NACo's weekly newspaper County News; meetings of NACo's Task Force on Refugees, Aliens, and Migrants; and special sessions at the annual conference of NACo and at the organization's National Legislative Conference.
15. American Immigration and Citizenship Conference 20 West 40th Street New York, New York 10018	Established to promote a humanitarian U.S. immigration policy, and to support orientation activities for immigrants. (AICC is composed of 46 member organizations and a number of individual members.) Information services include: • AICC News - a monthly newsletter on immigration policy and legislation, ethnic acculturation, and related concerns. • Produces and distributes material on immigration and refugee policy, orientation of newcomers to the U.S., cultural adjustment, etc. • Holds an annual national conference which addresses immigration and refugee policies and issues; also conducts additional conferences and workshops on immigration policy, cultural adjustment, and related subjects.

16.

Pacific/Asian American Mental
Health Research Center
1640 West Roosevelt Road
Chicago, Illinois 60608

Affiliated with the University of Illinois at Chicago Circle Campus. The P/AAMHRC Newsletter provides news, information, and resource listings for researchers and practitioners in the field of refugee mental and emotional health. This publication regularly provides listings of conferences, seminars, books, articles, studies, and other resources in the refugee mental health field.

17.

Division of Research and Training
Pennsylvania Office of Mental Health
Health & Welfare Building - Room 308
Harrisburg, Pennsylvania 17120
Attn: Dr. Barry Miller

This is a state agency which has carried out several Federally funded research projects related to the mental health needs of Indochinese refugees. These projects, as well as other activities of the Division of Research and Training, have resulted in a number of documents which have received wide distribution among refugee resettlement practitioners. These documents include a "National Mental Health Needs Assessment of Indochinese Refugee Populations", and a "Mental Health Guide for Southeast Asians."

18.

National Association for Vietnamese
American Education (NAVAE)
1123 Beverly Road
Jenkintown, Pennsylvania 19046

A national professional organization made up of educators and human services practitioners serving the Vietnamese community. Information services include:

- A monthly Newsletter, which serves as a resource and information exchange for educators, resettlement practitioners, and others serving the Vietnamese community.

/Cont'd/

NATIONAL INFORMATION PROVIDERS	PRIMARY INFORMATION SERVICES
18. (Cont'd) National Association for Vietnamese American Education (NAVAE)	• An annual National Conference on Indochinese Education and Human Services, featuring workshops and speakers on a wide variety of topics and issues related to resettlement and social adjustment. • Publishes and distributes a National Directory of Vietnamese Resource Personnel, listing teachers, social workers, and other resource persons who are available for employment in schools and agencies providing services to refugees.
19. Indochinese Materials Center U.S. Department of Education 324 E. 11th Street, 9th Floor Kansas City, Missouri 64106	• Collects and catalogues a large quantity of educational materials, curriculum guides, cross-cultural orientation materials, bilingual and ESL manuals, and other documents relevant to the teaching of Indochinese refugees. Serves as a clearinghouse, and aids in the distribution of such materials to state and local education agencies and other local education programs throughout the country. • Publishes and disseminates an annual "Bibliography of Materials on the Education and Resettlement of Indochinese Refugees".

20.

National Clearinghouse for
Bilingual Education (NCBE)
1300 Wilson Boulevard
Suite B2-11
Rosslyn, Virginia 22209

Funded jointly by the National Institute of Education and the U.S. Department of Education's Office of Bilingual Education and Minority Languages Affairs. NCBE serves as the primary national clearinghouse and information center for teachers, administrators, researchers, etc. in the field of bilingual education. It also provides information services to all of the materials development centers, training programs, and other projects in the bilingual education field funded by the U.S. Department of Education. Information services include:

- A toll free hotline.
- Information and referral services.
- Publishes Forum, a monthly newsletter on bilingual education.
- Produces and distributes materials on bilingual education, including packets of information describing available bilingual programs and services that are relevant to the teaching of each of the Indochinese ethnic groups.
- Maintains a computerized data base, and has access to additional computerized resources throughout the country; conducts limited on-line search services, on request.

NATIONAL INFORMATION PROVIDERS	PRIMARY INFORMATION SERVICES
21. National Center for Materials and Curriculum Development University of Iowa N. 310 Oakdale Campus Oakdale, Iowa 52319	One of approximately 17 materials and curriculum development centers throughout the country, funded by the U.S. Office of Education's Office of Bilingual Education and Minority Languages Affairs. Individual centers specialize in different languages and in the teaching needs of different ethnic communities; this center concentrates on developing curriculum materials, teacher training guides, and other materials to assist in the education of Cambodian, Laotian and Vietnamese refugees.
22. Georgetown University Bilingual Education Service Center D.C. Transit Building Suite 376 3520 Prospect Street, N.W. Washington, D.C. 20007	One of a number of bilingual education service centers throughout the U.S., funded by the U.S. Department of Education's Office of Bilingual Education and Minority Languages Affairs. This center provides technical assistance, training, curriculum materials, and other information assistance to school systems involved in the education of a number of bilingual ethnic communities, including Indochinese refugees. It also conducts conferences and workshops for teachers and administrators involved in the education of Indochinese refugees.
23. Office of Bilingual Education and Minority Languages Affairs U.S. Department of Education 400 Maryland Avenue, S.W. Washington, D.C. 20004	Information on Department of Education programs in bilingual education is published in the Federal Register; additional information is provided to state educational agencies (SEA's). General information concerning bilingual education, and information concerning sources of curriculum materials, are available through the National Clearinghouse for Bilingual Education (see no. 20 above).

24.

Division of Adult Education
U.S. Department of Education
ROB-3 - Room 5076
Washington, D.C. 20202

Information on Department of Education programs in adult education is published in the Federal Register; additional information is provided to state educational agencies (SEA's). Packets of material on Department of Education programs have in some instances been distributed by the Division of Adult Education to applicants who have previously applied for adult education program grants.

25.

Teachers of English to Speakers of Other Languages (TESOL)
202 Transit Building, N.W.
Georgetown University
Washington, D.C. 20007

An international professional association encompassing ESL practitioners, as well as a number of related disciplines (such as teachers-of-English-as-a-foreign-language). TESOL's journal and monthly newsletter carry news and information related to refugee language acquisition. The organization's regional meetings and national conferences usually include workshops and seminars on various aspects of refugee language teaching.

26.

TEAM Associates
1625 "I" Street, N.W.
Suite 510
Washington, D.C. 20006

Under contract to the U.S. Department of Labor, TEAM Associates provides technical assistance, information services, and cultural awareness training to the staffs of local DOL programs serving refugees, such as Job Corps and CETA programs. Information services include:

- Production of materials on Indochinese cultures; these materials are used in cultural awareness training sessions and conferences, and distributed to local CETA and Job Corps programs.
- An information hotline -- targeted to local CETA and Job Corps staffs.

/Cont'd/

NATIONAL INFORMATION PROVIDERS	PRIMARY INFORMATION SERVICES
26. (Cont'd) TEAM Associates	• Translation of materials used in CETA and Job Corps programs (such as application forms, brochures, tests, etc.). • A locator service -- used to locate mutual assistance associations and qualified Indochinese personnel, in order to assist in the staffing of local DOL programs. • Developing and conducting cultural awareness training sessions and conferences.
27.-29. U.S. Department of Labor • Office of Youth Programs 601 D Street, N.W. - Room 6000 Washington, D.C. 20213 • Employment & Training Administration 601 D Street, N.W. Washington, D.C. 20213 • Office of Regional Coordination 601 D Street, N.W. - Room 10106 Washington, D.C. 20213	DOL agencies issue "field memoranda" to CETA prime sponsors, Job Corps Centers, State Employment Security Agencies, and DOL Regional Offices regarding the eligibility of refugees for DOL programs, the availability of funds for such programs, and other relevant rules and regulations. Information on DOL programs is also published in the Federal Register. Additional DOL program information is provided, on request, from the offices listed in the opposite column; from TEAM Associates (see no. 26 above); and/or from the DOL/Employment and Training Administration's Indochinese Refugee Regional Coordinators in each of the Federal regions.

30.

Office of Refugee Health Affairs
Parklawn Building - Room 18-90
5600 Fisher's Lane
Rockville, Maryland 20857

- Serves as the coordination link between all U.S. Public Health Service agencies involved in refugee health care, both domestically and overseas.
- Serves as the liaison between the Public Health Service and other Federal agencies involved in refugee programs, particularly the Office of Refugee Resettlement.

31.-32.

Centers for Disease Control

- Refugee Grant Program
  Bureau of State Services
  Building 3 - Room 108-B
  Centers for Disease Control
  1600 Clifton Road, NE
  Atlanta, Georgia 30333
- Quarantine Division
  Bureau of Epidemiology
  Centers for Disease Control
  Atlanta, Georgia 30333

- CDS's Refugee Grant Program, which provides funding to 46 project grant programs for the delivery of health services to refugees, has established an Information Sharing System to provide information support to these programs. The Information Sharing System gathers locally developed material on refugee health care, selects the most useful documents, and distributes these materials to the 46 participating programs. In addition, it shares useful techniques and approaches to refugee health care, gleaned from such sources as project grant applications, quarterly reports, and site reviews. It also serves as an information sharing and communication link with the Office of Refugee Resettlement.
- The Quarantine Division maintains a computerized data base containing information reported on the medical documentation forms that all entering refugees present to Quarantine Officers at U.S. ports of entry.
- CDC periodically publishes statistical results of sample health assessments of refugee populations in its weekly Morbidity and Mortality Weekly Report.

NATIONAL INFORMATION PROVIDERS	PRIMARY INFORMATION SERVICES

33.

Indochinese Refugee Legal
Assistance Program
c/o Young Lawyers Section
American Bar Association
1155 E. 60th Street
Chicago, Illinois 60637

Provides a toll-free hotline through which refugees may seek legal assistance. IRLAP attorneys discuss the problem with callers and assist them in securing an attorney within their own community. (Free legal assistance is provided for those unable to afford legal fees.)

Appendix B

ADDITIONAL NATIONAL INFORMATION PROVIDERS

The following list supplements the table of "National Information Providers" found in Appendix A. This list includes the balance of the more than 80 national information providers originally identified in the initial phase of this study.*/

National Organizations

(Including Foundations and Research Institutes)

American Friends Service Committee, Philadelphia, Pennsylvania
American Red Cross, Washington, D.C.
Asia Society, New York, N.Y.
Aspen Institute, New York, N.Y.
Brookings Institution, Washington, D.C.
Center for Migration Studies, Staten Island, N.Y.
(publishes International Migration Review and Migration Today)
Citizens Commission on Indochinese Refugees,
International Rescue Committee, New York, N.Y.
Ford Foundation, New York, N.Y.
Independent Foundation, Washington, D.C.
Indochina Project, Center for International Policy,
Washington, D.C.
Institute on Pluralism and Group Identity,
American Jewish Committee, New York, N.Y.
Humanitas International, Menlo Park, California
Population Reference Bureau, Washington, D.C.
SRI International, Menlo Park, California
World Concern, Seattle, Washington

University Programs

Center for South and Southeast Asia Studies, University of Michigan, Ann Arbor, Michigan
Center for Immigration Policy and Refugee Assistance, Georgetown University; and Office of International Programs, Georgetown University, Washington, D.C.

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*/ A description of this phase of the study is found on page 2 of the report.

/ University Programs / (Cont'd)

Indochinese Refugee Studies Center, George Mason University, Fairfax, Virginia
Southeast Asia Program, Cornell University, Ithaca, N.Y. (publishes Outreach Resources Bulletin)
Southeast Asia Resource Center, University of Minnesota, Minneapolis, Minnesota

/ Research and Consulting Firms /

Center for Labor and Migration Studies, Washington, D.C.
New TransCentury Foundation, Washington, D.C.
Opportunity Systems, Inc., Washington, D.C.
Resource Consultants Incorporated, McLean, Virginia

/ National Mutual Assistance Association Networks /

Cambodian Association of America, Long Beach, California
Federation of Cambodian Associations in America, Arlington, Virginia
Lao Family Community, Inc., Santa Ana, California
Lao Federation, Richardson, Texas
Vietnamese Catholic Students and Professionals in America, Washington, D.C.

/ Educational Material and Curriculum Development Centers */ /

National Asian Center for Bilingual Education, Los Angeles, California
National Multilingual/Multicultural Materials Development Center, California State Polytechnic University, Pomona, California

/ Local Agencies **/ /

Indochinese Cultural and Service Center, Portland, Oregon
Indochinese Mental Health Project, International Institute of San Francisco, San Francisco, California

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*/ These centers are funded by the U.S. Department of Education's Office of Bilingual Education and Minority Languages Affairs; although the centers are regional, the materials developed are available on a national basis. /Information on accessing these materials is available from the National Clearinghouse for Bilingual Education (see Appendix A, no. 20)./

**/ Although these agencies are local, materials which they produce frequently receive wide national distribution.

Federal Agencies */

Bureau of Refugee Programs, Department of State
ACTION
- Office of Voluntary Citizen Participation, Refugee Resettlement Project
- VISTA
- ACTION Education Programs
- Retired Senior Volunteer Program

Alcohol, Drug Abuse, and Mental Health Administration, National Institute of Mental Health
Bureau of Public Affairs, Department of State
Community Relations Service, Department of Justice
Community Services Administration
Congressional Research Service, Library of Congress
Department of Agriculture - Food and Nutrition Service
Department of Commerce
- Marine Advisory Services and Human Resources Division
- Minority Business Development Agency
- Economic Development Administration

General Accounting Office
Health Care Financing Administration, Department of Health and Human Services
Health Services Administration, Department of Health and Human Services
- Bureau of Community Health Services
- Bureau of Medical Services

Immigration and Naturalization Service, Department of Justice
Select Commission on Immigration and Refugee Policy **/
Smithsonian Institution - Research Institute on Immigration and Ethnic Studies

International Organizations

International Committee for Migration, U.S. Offices in New York, N.Y. and Washington, D.C.
United Nations High Commissioner for Refugees, Liason Office, Washington, D.C.

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*/ Several of these agencies produce a substantial amount of material on refugee programs and concerns. Others, although they maintain programs or activities related to resettlement, produce a minimum of material that is refugee-related. However, virtually all of these agencies produce action transmittals, field memoranda, program descriptions, requests-for-proposals or other documents related to refugee programs or activities.

**/ This commission is no longer in operation; its final report was submitted to Congress and the President on March 1, 1981.

QUESTIONS ASKED IN INTERVIEWS WITH NATIONAL INFORMATION PROVIDERS

- What types of material does your agency/organization produce and/or disseminate? (Examples of key materials produced by the national information providers were collected and reviewed in the course of this study.)
- Who are the major audiences for the materials your agency produces or disseminates?
- Distribution strategy: Does your agency maintain a mailing list? Are all materials distributed to the full mailing list, or are certain materials targeted to specific categories of individuals? How large is/are your mailing list(s)?
- How large is the staff involved in your organization/agency's information function?
- How is most of your information gathered? Does your agency rely on any of the other "national information providers"? Does your organization maintain a library, resource file, or computerized data base?
- Does your agency maintain clearinghouse or coordinating functions?
- Is your organization involved in any of the non-written types of information services -- such as hotlines, audio-visual materials, conferences, workshops, etc.? (See Appendix F, "Types of Information Dissemination.")
- What are your agency's future plans in the area of information production/dissemination? Do you envision any major changes of direction in this area of activity?
- Do you have any recommendations or suggestions for improving the system of information dissemination to the local resettlement network, or other recommendations regarding the improvement of the information system as a whole?

QUESTIONS ASKED IN INTERVIEWS WITH LOCAL SERVICE PROVIDERS

- What types of material are you currently receiving from national agencies and organizations in the refugee field? What newsletters or other periodicals do you receive relating to refugee resettlement?

- What national, regional, and/or state agencies do you rely on most frequently for information on resettlement (including written material, hotlines, State Coordinators, etc.)?

- What agencies and organizations do you rely on most frequently for information in your specialized field? (This question was asked of service providers involved in specialized services such as ESL, vocational training, health services, etc.)

- In addition to the channels of information cited in response to the questions above, local service providers were asked specifically about each of the "national information providers" appropriate to the local provider's specialized field.

- What types of information do you need (either on resettlement generally, or in your specialized field) that you are not now receiving? What are your information needs that are not being adequately met? /In many of the interviews an attempt was made to probe further, by asking specifically about each of the subject/issue "categories of information" (see Appendix E)./

- Do you have any suggestions or recommendations for improving the flow of information to the local level, or recommendations regarding the improvement of the information system as a whole?

Appendix E

CATEGORIES OF INFORMATION

- Refugee situation in Southeast Asia (including information on conditions in the first asylum camps)
- Federal Legislation; Legal Aspects of refugee status in the U.S.
- Orientation of refugees to American life (including materials used in refugee orientation)
- Orientation of sponsors, social service providers, and teachers (including materials used in orientation)
- Language Acquisition
- Social/Cultural Adjustment
- Physical Health Care Needs
- Emotional and Mental Health
- Vocational/Occupational Adaptation (including vocational training, counseling, and placement)
- Housing Needs
- Adjustment of Immigration Status; Citizenship/Naturalization
- Needs of Refugee Children and Youth (including material on education, and on the special needs of unaccompanied minors)
- Federal Programs (including federally funded national support programs); Federal program regulations
- Voluntary Agencies (and other private organizations assisting in, or supportive of, domestic resettlement)
- State and local program descriptions (including models of local service delivery)
- General reports, studies and overviews of Domestic Resettlement (including discussions of public policy and of domestic resettlement strategy)
- Statistical data (including information on camp populations overseas, as well as national, state, and local data)
- Socio-economic studies of the Indochinese refugee population in the U.S.
- Community acceptance of refugees; Community tension issue

TYPES OF INFORMATION DISSEMINATION

- Information and referral services
- Hotlines
- Periodicals/newsletters
- Books
- Studies/reports/issue papers
- Articles in journals and periodicals
- Resource listings/"information exchange" listings
- Resource directories
- Orientation materials
- Curriculum guides/educational materials
- Federal laws/regulations/action transmittals/ field memoranda/requests-for-proposals
- Program descriptions/evaluations
- Statistical data
- Press releases
- Bibliographies
- Congressional hearings/commission hearings
- Audio-visual materials
- Meetings/conferences
- Workshops
- On-site technical assistance
- Speakers bureaus

INFORMATION NEEDS EXPRESSED BY LOCAL SERVICE PROVIDERS

Following is a comprehensive list of the information needs expressed in the interviews with local service providers.

Note:

Two stars (**) preceding the citation indicates that the need was cited frequently in the interviews with local service providers.

Access To Information About Existing Materials

(**) A general need for up-to-date information about what materials and sources exist, which documents are most useful and reliable, and where these materials may be secured. (This need is discussed in greater detail on pages 13-15 in the text of the report.)

Translation of Materials

(**) 1. Translation into the main Indochinese languages of a variety of materials used frequently by resettlement practitioners. (Local service providers expressed the view that such translations would facilitate the involvement of refugees themselves in the day-to-day work of resettlement.) Materials suggested for translation include:

- Issues of (or articles from) Refugee Reports.
- Sections of the Refugee Resettlement Resource Book.
- The Refugee Act of 1980, and other materials on the legal status and rights of refugees.

/ Translation of Materials / (Cont'd)

- Significant papers and articles on health, mental health, cultural adjustment, vocational training, and other basic resettlement services.

- Counseling materials for use by resettlement practitioners.

(**) 2. Translation into the main Indochinese languages of information on the current situation in the camps overseas, and on general political developments affecting the refugee population in Southeast Asia. (Local service providers interviewed explained that there is a great need within the refugee communities for material of this type; such material contributes to easing the fears and apprehensions among refugees concerning their families and friends left behind.) Materials suggested for translation include:

- Information on the current situation in the camps overseas, including statistical updates, the camp populations of the various ethnic/national refugee communities, and information on the numbers of Cambodians in the Thai holding centers.

- Material on the Orderly Departure Program from Vietnam.

- Information concerning political developments occurring in Southeast Asia which affect the flow of refugees.

- Information on policy developments which affect America's Indochinese refugee program.

(**) 3. Information about what materials have been translated and where these materials may be secured.

/ Materials on Federal Programs /

(**) Greater access to information on Federal programs related to refugee resettlement. Local service providers expressed a need for such documents as Federal action transmittals, field memoranda, requests-for-proposals, program evaluations, etc.

Statistical Data

(**) 1. Current statistical data (including explanations of the trends) on the camps in Southeast Asia, the international resettlement effort, arrivals in the United States, and local data -- by state and county -- on arrivals in U.S. communities.

2. The development of a strategy to provide reliable statistical data on secondary migration.

3. Statistical data on the refugees from Southeast Asia, broken down by ethnic/national group, showing which groups are presently entering the U.S. in the largest numbers.

Orientation Materials

1. Audio-visual orientation materials; especially, materials designed for use in the orientation of refugees who are non-literate.

2. An orientation document developed especially for social service providers and teachers, which provides background material on each of the different Indochinese ethnic groups.

3. A brief booklet, targeted to average American citizens (more general than the orientation materials targeted to sponsors and service providers), explaining who the Indochinese refugees are, why they became refugees, and providing some basic information about their cultures. Several individuals interviewed suggested that such a document might be useful as a community relations tool, or as a component of a general strategy to offset potential community tensions.

4. An orientation booklet (similar in concept to point 3. above) targeted to American students attending schools in which refugee children are entrolled, as well as to the parents of these students.

Education and Language Acquisition

1. Resource materials which evaluate the effectiveness of various educational/bilingual/and ESL curriculum materials. (According to several local individuals interviewed, most bibliographies and resource lists currently available contain a wide selection of materials, but do not evaluate the documents listed.)

2. Testing materials for use by teachers of Indochinese students.

3. Basic curriculum materials for teachers who are not versed in the concepts of bilingual education or ESL.

4. Material explaining to parents of Indochinese children the types of educational experiences their children are receiving in American schools.

5. Materials for teachers of refugees who are nonliterate (Note point 1. above, under "Orientation Materials.").

6. State and local education agencies expressed a need for more information sharing on how LEA's and SEA's in other areas of the country are dealing with specific educational problems, as well as what curriculum materials other teachers and administrators find helpful. Several individuals suggested that a newsletter or similar vehicle is needed for the sharing of information between LEA's and SEA's around the country.

7. A locator service designed to identify bilingual teachers, ESL specialists, and other qualified individuals who are available to teach Indochinese refugees.

Vocational Training and Placement

1. Increased information on counseling techniques.

2. Refugee-specific assessment instruments for use in vocational programs.

3. Information on successful work experience programs involving Indochinese refugees.

4. Labor statistics useful in assessing various occupations in terms of the potential for refugee employment.

/ Mental and Emotional Health /

1. Material on the cultural differences among the various Indochinese ethnic groups, especially with regard to how these differences might affect the delivery of mental health services.

2. Refugee-specific assessment instruments for use in mental health programs.

/ Physical Health Care /

Materials targeted to physicians and local health services on the cultural differences among the various Indochinese ethnic groups, especially with regard to attitudes towards illness and health care.

/ Additional Information Needs /

1. Information on the fiscal impact of refugee resettlement, examining the impact on the national, state, and local levels.

2. Materials dealing with the issue of community tensions.

3. Materials clarifying the status of Cuban and Haitian entrants; increased information on other (non-Indochinese) refugees.

/ Information Sharing Activities /

(**) 1. Local resettlement practitioners expressed a need for stronger communication links with State Coordinators, ORR Regional Directors, and other state and Federal officials. Local practitioners expressed a desire to see these officials play an increased role in the transfer of information to the local level. Types of information mentioned in this regard include: Federal program descriptions, action transmittals and field memoranda, and other documents of general interest which come to the attention of these state and Federal officials.

2. A State Coordinator expressed the need for increased sharing of information among State Coordinators, especially with regard to the types of resettlement problems and successes experienced in other states.

ADDITIONAL SUGGESTIONS AND RECOMMENDATIONS FOR IMPROVEMENT OF OVERALL INFORMATION SYSTEM

Made by National Information Providers and Local Service Providers

Following is a list of suggestions and recommendations, made in the interviews with national information providers and local practitioners, as to how the overall information system might be improved. This list supplements Appendix G above ("Information Needs Expressed by Local Service Providers"), as well as the Recommendations section in the text of the report (pages 15-21).

Suggestions and Recommendations:

1. The development of strategies to increase the sharing of information and resource materials among national information providers.

2. The development of stronger information sharing links among the various Federal agencies involved in refugee related programs.

3. The creation of a "State Coordinator's newsletter" to facilitate communication and information exchange among State Coordinators.

4. The development of a mechanism to bring UNHCR (and other U.N. agency) materials to the attention of the local resettlement network in the United States.

5. The establishment of a procedure for information exchange among the various countries involved in the world-wide resettlement effort, as well as a means of sharing the most useful information received from other countries with the resettlement network in the United States.

6. Two recommendations were made concerning the dissemination to local service providers of data on refugee arrivals in local communities:

a. That the local data reporting project developed by the King County Health Screening Project (in the Seattle/King County area) be studied as a possible model for use in other communities. This project computerizes the biographical and medical data received by the Seattle/King County Health Department from the U.S. Quarantine Service for each refugee arriving in the area; produces a monthly report containing the number of refugee arrivals (broken down by nationality and voluntary agency) and a cumulative profile of recent arrivals (broken down by family size, sex, age, etc.); and disseminates this information to approximately 70 local service providers, school systems, voluntary agency affiliates, and other members of the local resettlement forum.

b. Several local educational agencies expressed a desire for increased data on the number of school age children arriving in their communities, as well as the age of each child. It was suggested that, if feasible, such data be added to the monthly data reports presently mailed to state and local officials by ACVA's Refugee Data Center.